

IRIS Service Manager 2.0  
User guideline IRIS-GP  
via Self-Service Portal (ess.do)




### Submit New Request

Open browser. Log to <https://iris2.tm.com.my/>  
Then choose **IRIS2 Self Service (SS)**



Input **Username** and **Password**. Then click **Login** button.

❖ For first time login – Input **Username** without **Password** then system will auto prompt to reset password.



### SERVICE MANAGER

Username

Password

English ▼

**LOGIN**


Change Password

i Your last successful login was on 27/02/2019 14:51:32

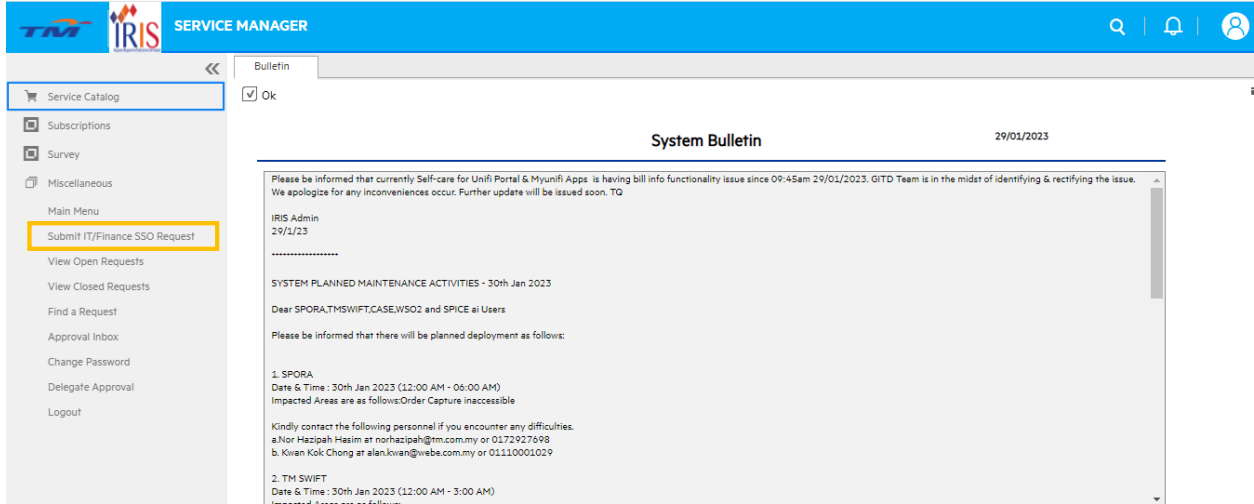
Please enter the following password information.

User Name:	<input type="text" value="tjsssb@gmail.com"/>	✓
New password:	<input type="password"/>	✗
Confirm new password:	<input type="password"/>	

User guideline  
IRIS-GP  
via Self-Service Portal (ess.do)

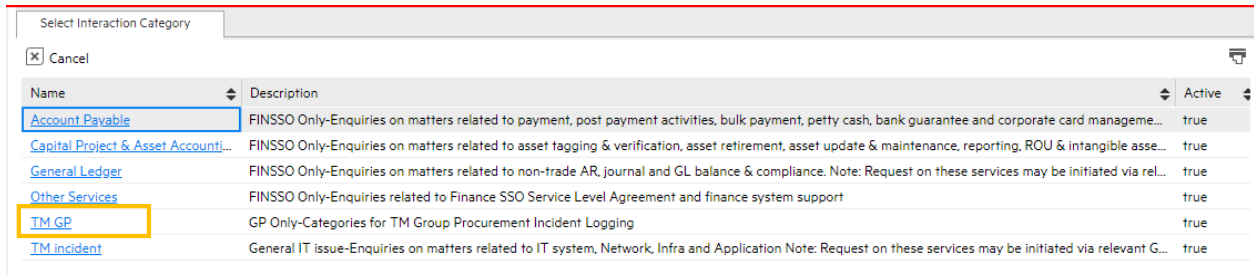


Click **Submit IT/Finance SSO Request** menu



The screenshot shows the SERVICE MANAGER interface. On the left is a navigation menu with 'Submit IT/Finance SSO Request' highlighted in yellow. The main content area displays a 'System Bulletin' dated 29/01/2023. The bulletin text reads: 'Please be informed that currently Self-care for Unifi Portal & Myunifi Apps is having bill info functionality issue since 09:45am 29/01/2023. GITD Team is in the midst of identifying & rectifying the issue. We apologize for any inconveniences occur. Further update will be issued soon. TG'. Below this, it lists 'SYSTEM PLANNED MAINTENANCE ACTIVITIES - 30th Jan 2023' for 'Dear SPORATMSWIFT, CASE, WSO2 and SPICE ai Users'. It details two activities: 1. SPORA (30th Jan 2023, 12:00 AM - 06:00 AM) affecting Order Capture, and 2. TM SWIFT (30th Jan 2023, 12:00 AM - 3:00 AM). Contact information for support is provided at the bottom.

Select the **Category Name**



The screenshot shows a 'Select Interaction Category' dialog box. It contains a table with the following data:

Name	Description	Active
<a href="#">Account Payable</a>	FINSSO Only-Enquiries on matters related to payment, post payment activities, bulk payment, petty cash, bank guarantee and corporate card managem...	true
<a href="#">Capital Project &amp; Asset Accounti...</a>	FINSSO Only-Enquiries on matters related to asset tagging & verification, asset retirement, asset update & maintenance, reporting, ROU & intangible asse...	true
<a href="#">General Ledger</a>	FINSSO Only-Enquiries on matters related to non-trade AR, journal and GL balance & compliance. Note: Request on these services may be initiated via rel...	true
<a href="#">Other Services</a>	FINSSO Only-Enquiries related to Finance SSO Service Level Agreement and finance system support	true
<a href="#">TM GP</a>	GP Only-Categories for TM Group Procurement Incident Logging	true
<a href="#">TM incident</a>	General IT issue-Enquiries on matters related to IT system, Network, Infra and Application Note: Request on these services may be initiated via relevant G...	true

The 'TM GP' row is highlighted with a yellow border.

Input the information in **General** tab

❖ *Service Recipient, Contact Name and Service Category is auto populated in the form*

Create New Interaction

← Back   Submit   Apply Template

A red asterisk (\*) indicates required information...

**Contact Information**

Service Recipient : \*    Notify By : \*

Contact Name : \*    E-mail address:

Telephone

**General**   Details[GP]   Attachment - 0 file(s) attached

Category : \*

Subcategory : \*

Area : \*

Sub-Area:

Title \*

Description \*

Input the information in **Details[GP]** tab

Create New Interaction

← Back   Submit   Apply Template

A red asterisk (\*) indicates required information...

**Contact Information**

Service Recipient : \*    Notify By : \*

Contact Name : \*    E-mail address:

Telephone

**General**   **Details[GP]**   Attachment - 0 file(s) attached

Vendor Name

Vendor Company

Vendor Email

Vendor No

Vendor Contact No

PO Number

Click on **Attachment** tab to add attachment (if any)

Click on **Add Files..** button to select attachment

**Browse** and select the valid format of the attachments to upload to the ticket. After select the attachment, click on **Open** button

Uploaded attachment(s) will be appeared in attachment list

- ❖ *Attachment format that can be uploaded is defined in system whitelist and maximum size for single attachment must be not larger than 5MB*

Create New Interaction

← Back Submit Apply Template

A red asterisk (\*) indicates required information...

**Contact Information**

Service Recipient : \*  📧      Notify By : \*

Contact Name : \*  📧      E-mail address:

Telephone

General    Details[GP]    Attachment - 0 file(s) attached

Add Files...


You can paste the screenshot here

Maximum single attachment size is: 51200 KB

51200 KB free / 51200 KB total

<input type="checkbox"/>	File Name	Size (KB)	Attached By	Attached Date	Download	Remove
<p>You can drag the files to be uploaded to this area.</p>						

[Download](#)     [Remove](#)

	<p>User guideline IRIS-GP via Self-Service Portal (ess.do)</p>	
--	--	---

Click on **Submit** button to submit the request

❖ *User will receive email notification with subject "GP Interaction SD[Ticket No] has been created"*

Create New Interaction

← Back Submit Apply Template

A red asterisk (\*) indicates required information...

**Contact Information**

Service Recipient : *	<input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	📄	Notify By : *		E-mail
Contact Name : *	<input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	📄	E-mail address:		<input type="text" value="jazlina.jamaludin@vads.com"/>
Telephone	<input type="text"/>				

General Details[GP] Attachment - 0 file(s) attached

To find the ticket number that successfully submitted, click on the  icon at the top right of the page

**Message History - 2 Unread**

i 30/01/2023 13:12:55, irispreciseemail record added.

i 30/01/2023 13:12:55, irispreciseemail record added.

i 30/01/2023 13:12:55, **Interaction "SD2198220" added.**

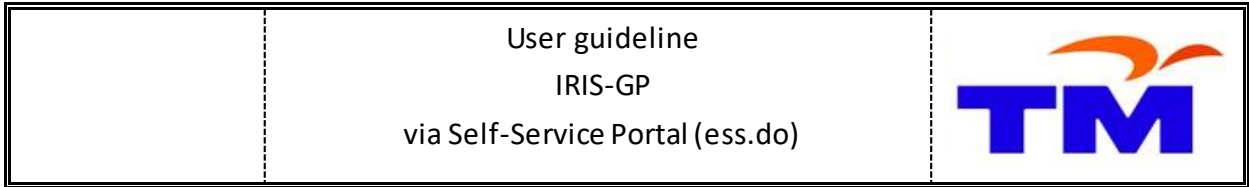
i 30/01/2023 13:11:02, Your session extended successfully.

! 30/01/2023 13:10:58, Your inactive session will terminate in 10 minutes

i 30/01/2023 13:00:57, Cannot find related information in problemtype using query: active=true and category=category in \$File and subcategory=subcategory in \$File and area=product.type in \$File

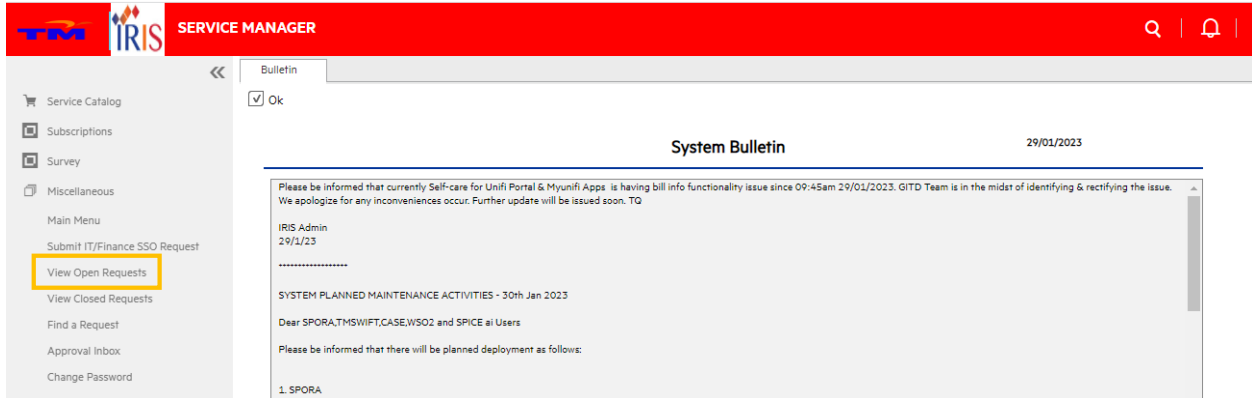
i 30/01/2023 12:51:58, Your session extended successfully.

Clear and Close
Close



## View User Request: View Open Requests

Click on **View Open Requests** menu



Lists of all open request ticket is displayed. Click the SD[Ticket No] to view the ticket

The screenshot shows a table titled 'Interaction' with columns: Request ID, Category, Date Opened, Status, Requested For, User SLA Target Date, and Title. There are two rows of data, both with 'New' status and 'Testing Purpose Only' title.

Request ID	Category	Date Opened	Status	Requested For	User SLA Target Date	Title
<a href="#">SD2198220</a>	TM GP	30/01/2023 13:12:53	New	JAZLINA BINTI JAMALUDI...		Testing Purpose Only
<a href="#">SD2198381</a>	TM GP	30/01/2023 13:19:01	New	JAZLINA BINTI JAMALUDI...		Testing Purpose Only



User guideline  
IRIS-GP  
via Self-Service Portal (ess.do)



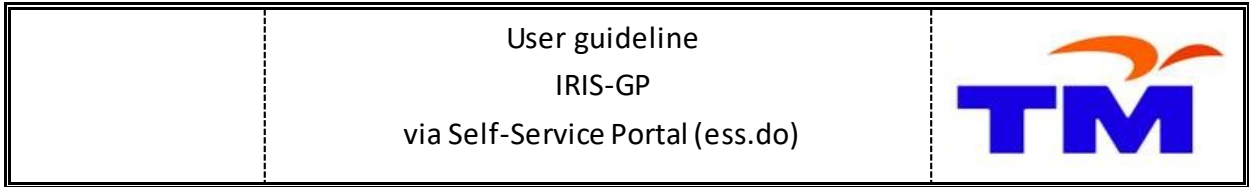
The incident **Details(Non IT)** information will be displayed

Interaction: SD2198220

← Back ↻ Update

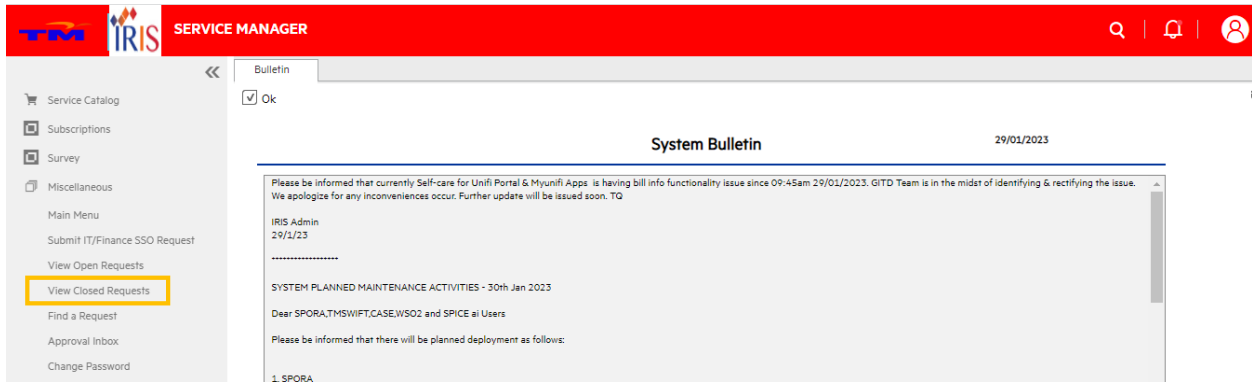
Incident Details (Non IT)

Request Detail(Non IT)	Contact Information...		
Interaction ID:	SD2198220	Contact Name:	JAZLINA BINTI JAMALUDIN-V00321
Status:	New	Department:	VADS Berhad/subscription
Open Time:	30/01/2023 13:12:53	Phone:	019-4423344
User SLA Target Date:		Extension:	
Requested For:	JAZLINA BINTI JAMALUDIN-V00321	E-mail:	jazlina.jamaludin@vads.com
Submitted By:	Jazlina Binti Jamaludin	Location:	MENARA TM ONE
Notify By:	E-mail	Floor:	LVL 9
Service Category *	TM GP		
SubCategory *	Supplier Self Service -PO		
Area *	PO status		
SubArea			
Assignment Group	GP - SRM Helpdesk Level 1		
Title:	Testing Purpose Only		
Description:	Testing Purpose Only		



## View User Request: View Close Requests

Click on **View Closed Requests** menu



Lists of all close request ticket is displayed. Click the SD[Ticket No] to view the ticket

Request ID	Date Closed	Description
<a href="#">SD2198381</a>	30/01/2023 15:32:51	Testing Purpose Only
<a href="#">SD2197093</a>	29/01/2023 19:34:13	Testing Purpose Only
<a href="#">SD2197104</a>	29/01/2023 19:14:31	Testing Purpose Only
<a href="#">SD2170289</a>	16/01/2023 14:58:11	UAT - Testing Only   **Title from related Request record RF156203:   UAT - Testing Only
<a href="#">SD2171796</a>	12/01/2023 14:50:19	UAT - Testing Only   **Title from related Request record RF156317:   UAT - Testing Only
<a href="#">SD2134845</a>	06/01/2023 11:29:07	HP ProBook 440 G8   5CD141G9PT   EUC-HP-NB-10812   0194423344, Lvl 29 TM Annexe 2   Kindly Assign th...
<a href="#">SD1484684</a>	12/01/2022 14:27:02	Request to install   1. Fortinet client VPN and   2. SQL management studio tools.     Please assist...
<a href="#">SD1484643</a>	09/01/2022 15:19:31	Request to install   1. Fortinet client VPN and   2. SQL management studio tools.     Please assist...
<a href="#">SD1375168</a>	19/11/2021 08:54:08	cannot access
<a href="#">SD1248837</a>	10/09/2021 11:33:56	Register DNS for IRIS SP Server   **Title from related Request record RF114839:   Register DNS for L...
<a href="#">SD1225710</a>	25/08/2021 15:29:35	Problem: System and reserve file used more than 283GB out of total 315GB     NB Tagging: DELL-NB4-...

The incident details information will be displayed

Interaction: SD2198381

[← Back](#)   [Resubmit](#)

Request Detail...	Contact Information
Request ID: <input type="text" value="SD2198381"/>	Contact Name: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>
Urgency: <input type="text"/>	Department: <input type="text" value="VADS Berhad/subscription"/>
Status: <input type="text" value="Closed"/>	Phone: <input type="text" value="019-4423344"/>
Requested For: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	Extension: <input type="text"/>
Open Time: <input type="text" value="30/01/2023 13:19:01"/>	E-mail: <input type="text" value="jazlina.jamaludin@vads.com"/>
Submitted By: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	Location: <input type="text" value="MENARA TM ONE"/>
Notify: <input type="text" value="E-mail"/>	Floor: <input type="text" value="LVL 9"/>
Service: <input type="text"/>	Order/SR/TT/Ref: <input type="text"/>
Area: <input type="text" value="Supplier Self Service -PO"/>	<input type="text"/>
Subarea: <input type="text" value="PO status"/>	<input type="text"/>
Problem Type: <input type="text"/>	
Service Segment: <input type="text"/>	
Title: <input type="text" value="Testing Purpose Only"/>	

Click on **Resolution** tab and the solution of the requests will be displayed

Interaction: SD2198381

[← Back](#)   [Resubmit](#)

Problem Type:	<input type="text"/>
Service Segment:	<input type="text"/>
Title:	<input type="text" value="Testing Purpose Only"/>
Description:	<input type="text" value="Testing Purpose Only"/>

History   **Resolution**   Attachment - 1 file(s) attached

No longer having the problem

## Update Requests: Update Tickets

Click any Open Requests to view. Click the **Update** button to update the ticket information

Interaction: SD2198220

← Back ↻ Update

Incident Details (Non IT)

Request Detail(Non IT)	Contact Information...
Interaction ID: <input type="text" value="SD2198220"/>	Contact Name: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>
Status: <input type="text" value="New"/>	Department: <input type="text" value="VADS Berhad/subscription"/>
Open Time: <input type="text" value="30/01/2023 13:12:53"/>	Phone: <input type="text" value="019-4423344"/>
User SLA Target Date: <input type="text"/>	Extension: <input type="text"/>
Requested For: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	E-mail: <input type="text" value="jazlina.jamaludin@veds.com"/>
Submitted By: <input type="text" value="Jazlina Binti Jamaludin"/>	Location: <input type="text" value="MENARA TM ONE"/>
Notify By: <input type="text" value="E-mail"/>	Floor: <input type="text" value="LVL 9"/>
Service Category * <input type="text" value="TM GP"/>	
SubCategory * <input type="text" value="Supplier Self Service -PO"/>	
Area * <input type="text" value="PO status"/>	
SubArea <input type="text"/>	
Assignment Group <input type="text" value="GP - SRM Helpdesk Level 1"/>	<input type="text"/>
Title: <input type="text" value="Testing Purpose Only"/>	
Description: <input type="text" value="Testing Purpose Only"/>	

Input the information in **Put Your Update Here...** tab. Click on **Save & Exit** button to update information.

❖ *User will receive email notification with subject "GP Interaction SD[Ticket No] is updated"*

Interaction: SD2198220

← Back 📁 Save & Exit 🗑 Close Request

Put Your Update Here... Attachment - 1 file(s) attached

## Update Requests: View Update Tickets

In **View Open Requests**, lists of open request tickets will show **Status "User Responded"**

Request ID	Category	Date Opened	Status	Requested For	User SLA Target Date	Title
<a href="#">SD2198220</a>	TM GP	30/01/2023 13:12:53	New	JAZLINA BINTI JAMALUDI...		Testing Purpose Only
<a href="#">SD2198381</a>	TM GP	30/01/2023 13:19:01	User Responded	JAZLINA BINTI JAMALUDI...		Testing Purpose Only

Click the request ticket (with "User Responded" status) to view the details. Click on **History** tab and the **Activity Log** of the requests will be displayed. Click the "Update from customer" to view the details.

❖ Click **OK** or **Cancel** button to go back to previous page

Date/Time	Type	Operator	Description
<a href="#">30/01/2023 14:54:53</a>	Update from customer	Jazlina Binti Jamaludin	
<a href="#">30/01/2023 14:54:53</a>	Status Change	Jazlina Binti Jamaludin	Status changed to "User Responded"
<a href="#">30/01/2023 13:19:03</a>	Open	Jazlina Binti Jamaludin	Testing Purpose Only
<a href="#">30/01/2023 13:19:02</a>	Attachment Added	Jazlina Binti Jamaludin	Attachment "Calendar - 2022 TM Leave Plan.pdf" added.

Activity			
<input checked="" type="checkbox"/> OK	<input checked="" type="checkbox"/> Cancel	<input type="checkbox"/> Add	<input type="checkbox"/> Save <input type="checkbox"/> Delete
<b>Activity Log - Service Desk</b>			
Interaction ID:	SD2198381		
Date of Activity:	<input type="text" value="30/01/2023 14:54:53"/>	Activity Type:	<input type="text" value="Update from customer"/>
Recording Operator:	<input type="text" value="Jazlina Binti Jamaludin"/>	Activity Number:	<input type="text" value="001A18280431"/>
	<input checked="" type="checkbox"/> Visible to Customer?		
Description of the Activity Performed:			
<input type="text" value="Testing Purpose Only"/>			

### Close Requests Tickets

Click any Open Requests and open the ticket to view. Click the **Update** button to view the ticket information

Interaction: SD2198220

← Back
↻ Update

Incident Details (Non IT)

Request Detail(Non IT)	Contact Information...
Interaction ID: <input type="text" value="SD2198220"/>	Contact Name: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>
Status: <input type="text" value="New"/>	Department: <input type="text" value="VADS Berhad/subscription"/>
Open Time: <input type="text" value="30/01/2023 13:12:53"/>	Phone: <input type="text" value="019-4423344"/>
User SLA Target Date: <input type="text"/>	Extension: <input type="text"/>
Requested For: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	E-mail: <input type="text" value="jazlina.jamaludin@vads.com"/>
Submitted By: <input type="text" value="Jazlina Binti Jamaludin"/>	Location: <input type="text" value="MENARA TM ONE"/>
Notify By: <input type="text" value="E-mail"/>	Floor: <input type="text" value="LVL 9"/>
Service Category * <input type="text" value="TM GP"/>	
SubCategory * <input type="text" value="Supplier Self Service -PO"/>	
Area * <input type="text" value="PO status"/>	
SubArea <input type="text"/>	
Assignment Group <input type="text" value="GP - SRM Helpdesk Level 1"/>	<input type="text"/>
Title: <input type="text" value="Testing Purpose Only"/>	
Description: <input type="text" value="Testing Purpose Only"/>	

Click the **Close Request** button to close the ticket

Interaction: SD2198381

← Back
 Save & Exit
Close Request

---

Incident Details

---

Request Detail

Request ID:	<input type="text" value="SD2198381"/>	Service Category *	<input type="text" value="TM GP"/>
Status:	<input type="text" value="User Responded"/>	Sub Category *	<input type="text" value="Supplier Self Service -PO"/>
Requested For:	<input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	Area *	<input type="text" value="PO status"/>
Open Time:	<input type="text" value="30/01/2023 13:19:01"/>	SubArea	<input type="text"/>
Submitted By:	<input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	Assignment Group	<input type="text" value="GP - SRM Helpdesk Level 1"/>
Notify:	<input type="text" value="E-mail"/>		
Telephone	<input type="text"/>		<input type="text" value="TM GP"/>
Title:	<input type="text" value="Testing Purpose Only"/>		<input type="text" value="Supplin"/>
Description:	<input type="text" value="Testing Purpose Only"/>		<input type="text" value="PO sta"/>
			<input type="text"/>

Select the reason to close the request. Click the **Submit** button to close the ticket

- ❖ *The ticket will be disappeared from View Open Requests lists. The ticket will be move to View Closed Requests lists once the ticket closed*

SD2198381

← Back
Submit

A red asterisk (\*) indicates required information.

Select the reason for closing this request

- No longer having the problem
- Other